

FIG. 1

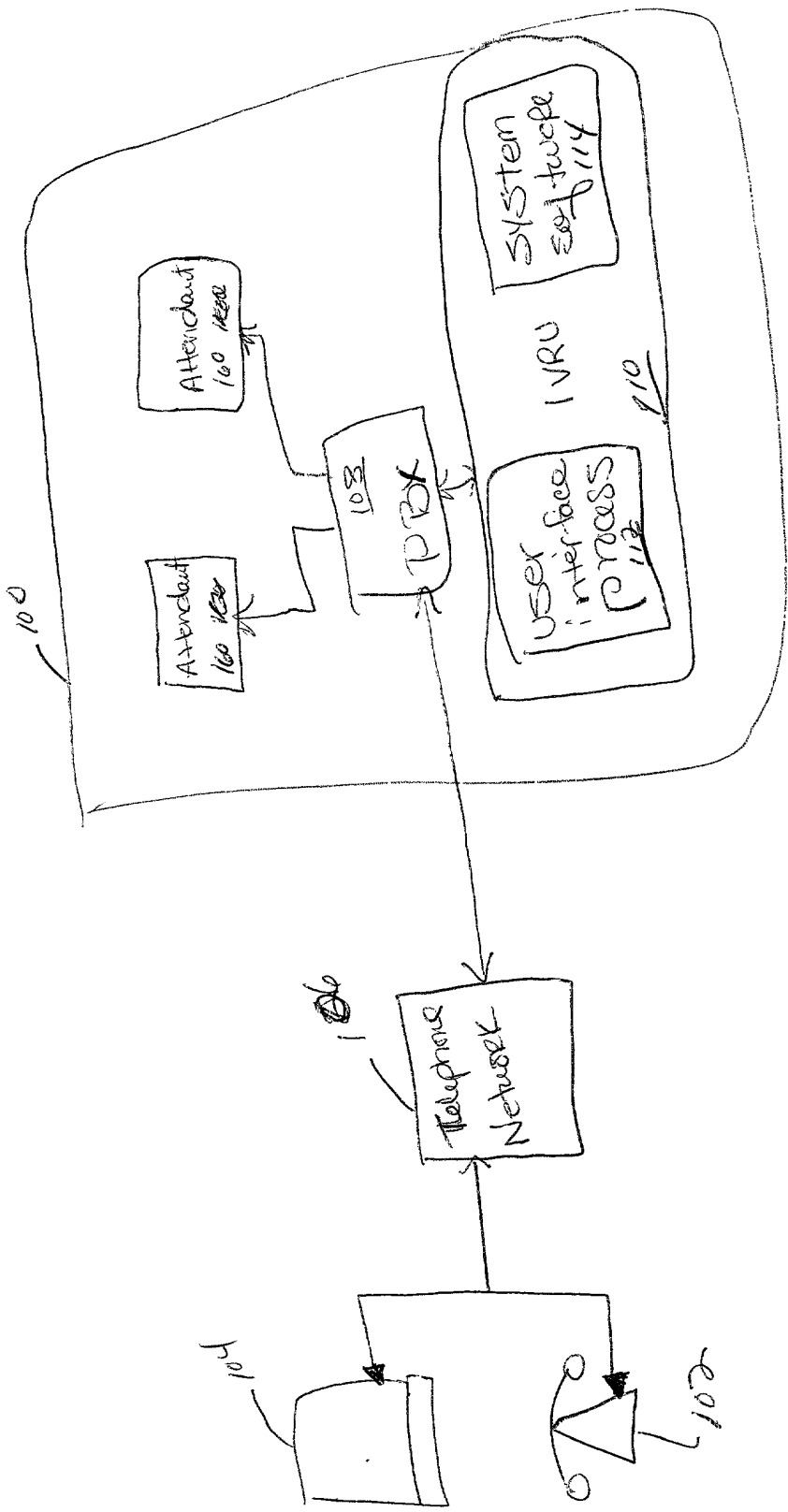


FIG. 1

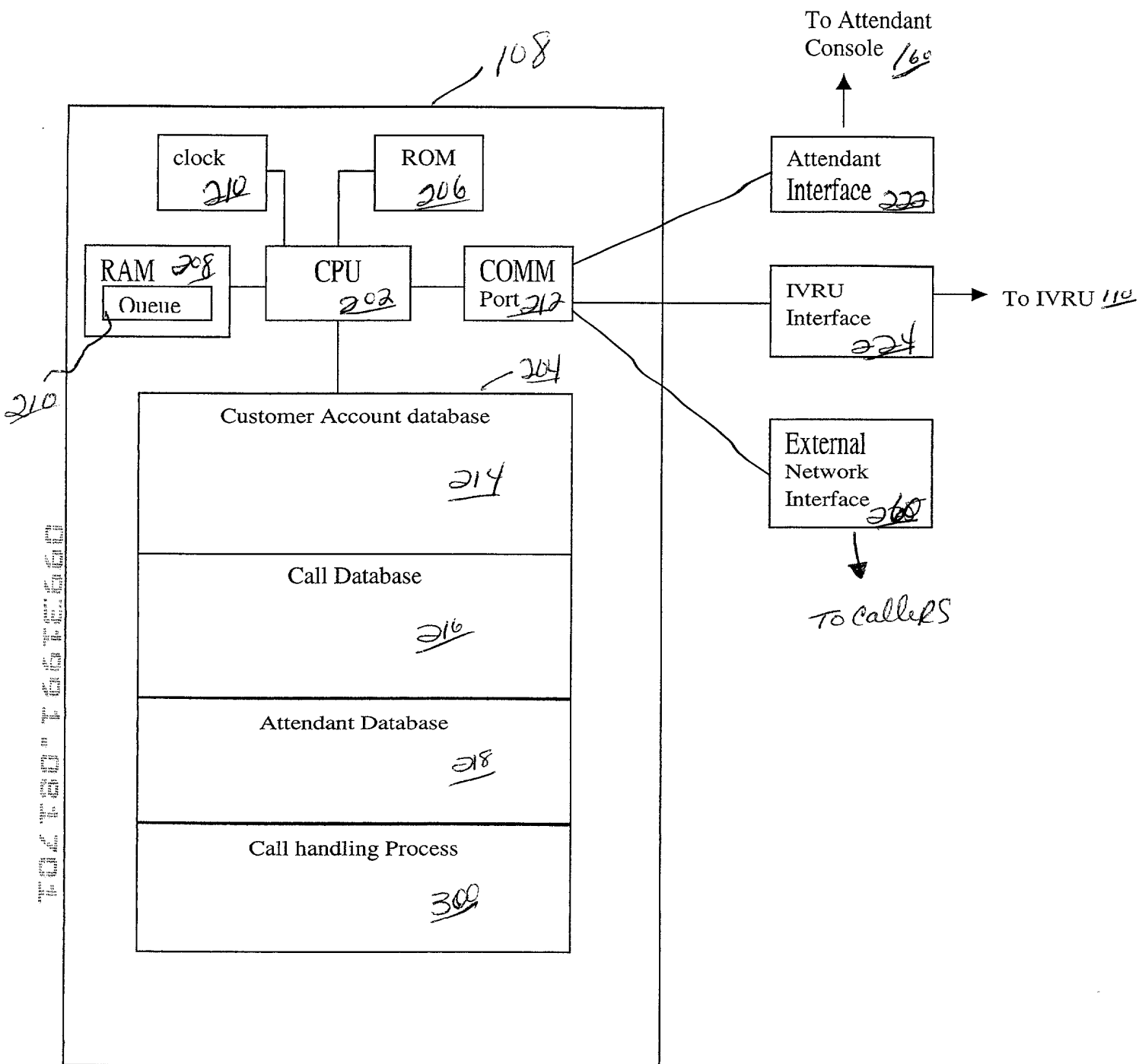
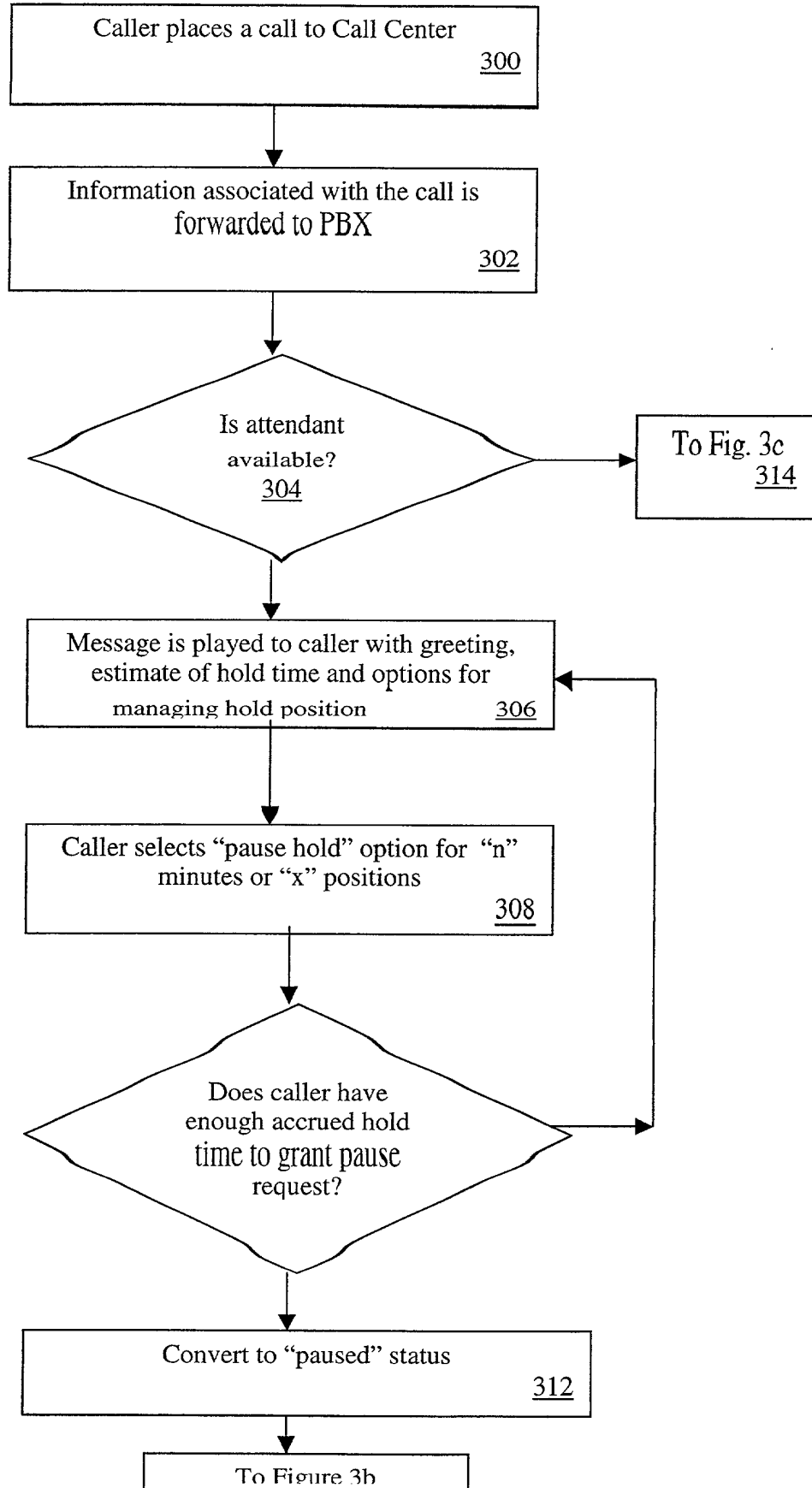


FIG. 2

FIG.
3a

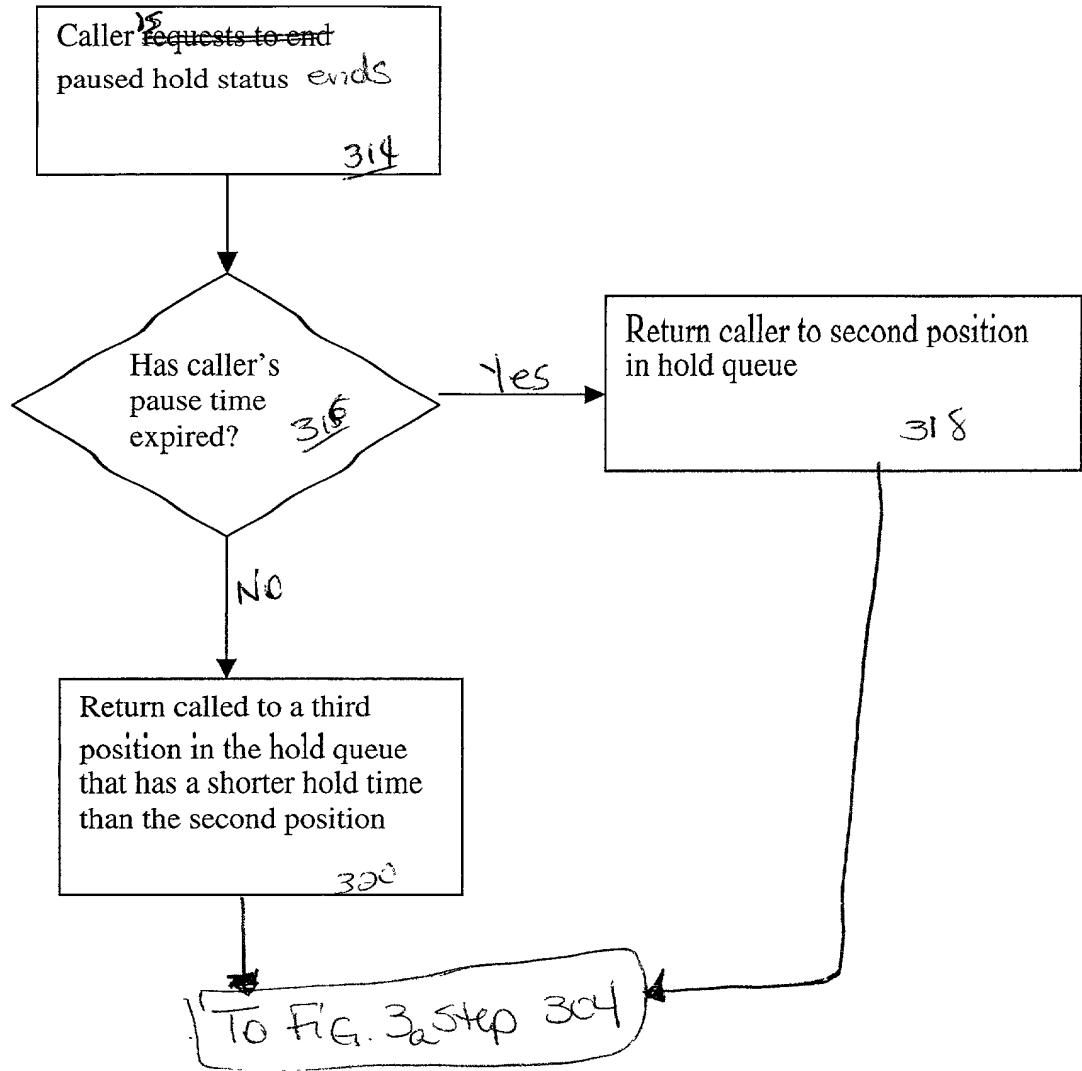
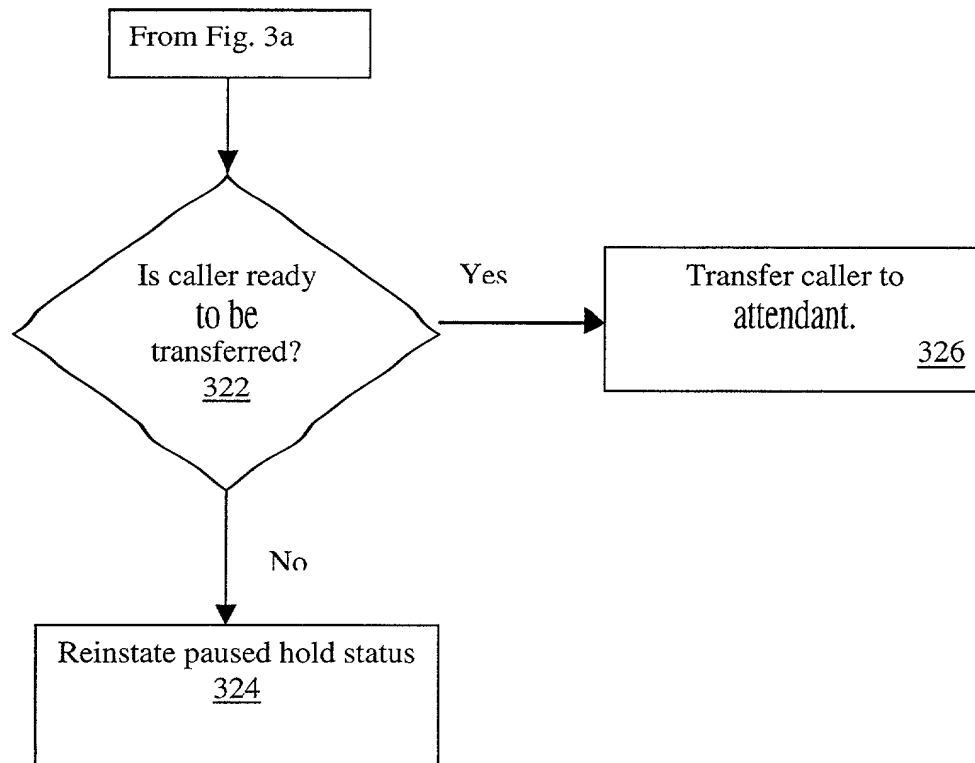


FIG. 3b

Fig. 3c

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XYZ Service Hold Queue Menu

402 Get Hold information: press or enter 1

Current people on hold: 40

Average time in hold queue: 70 mins

Consultants on Duty: 5

Average time per call occur a person is reached: 10 mins.

Your position: 25

Your Estimated wait time: 125 mins.

Time Left to Close of Business: 240 mins

Your token is: 12930u1032

Your time on hold: 1 min.

Our Online Web Site Link: www.service.com

Press 8 for more options

404 Actions:

Pause hold status: press or enter 2 and the amount of time you wish to pause

Reinstate hold status: press or enter #

FIG. 4

500

Call Ctr XYZ			
Queue Position	Time on Attendant	Estimated hold Time	Attendant Served
*	60	10	A
*	90	15	X
*	120	18	Y
1	0	20	1
2	0	15	1
...
25	0	75	1

Pause

502

Fig. 5